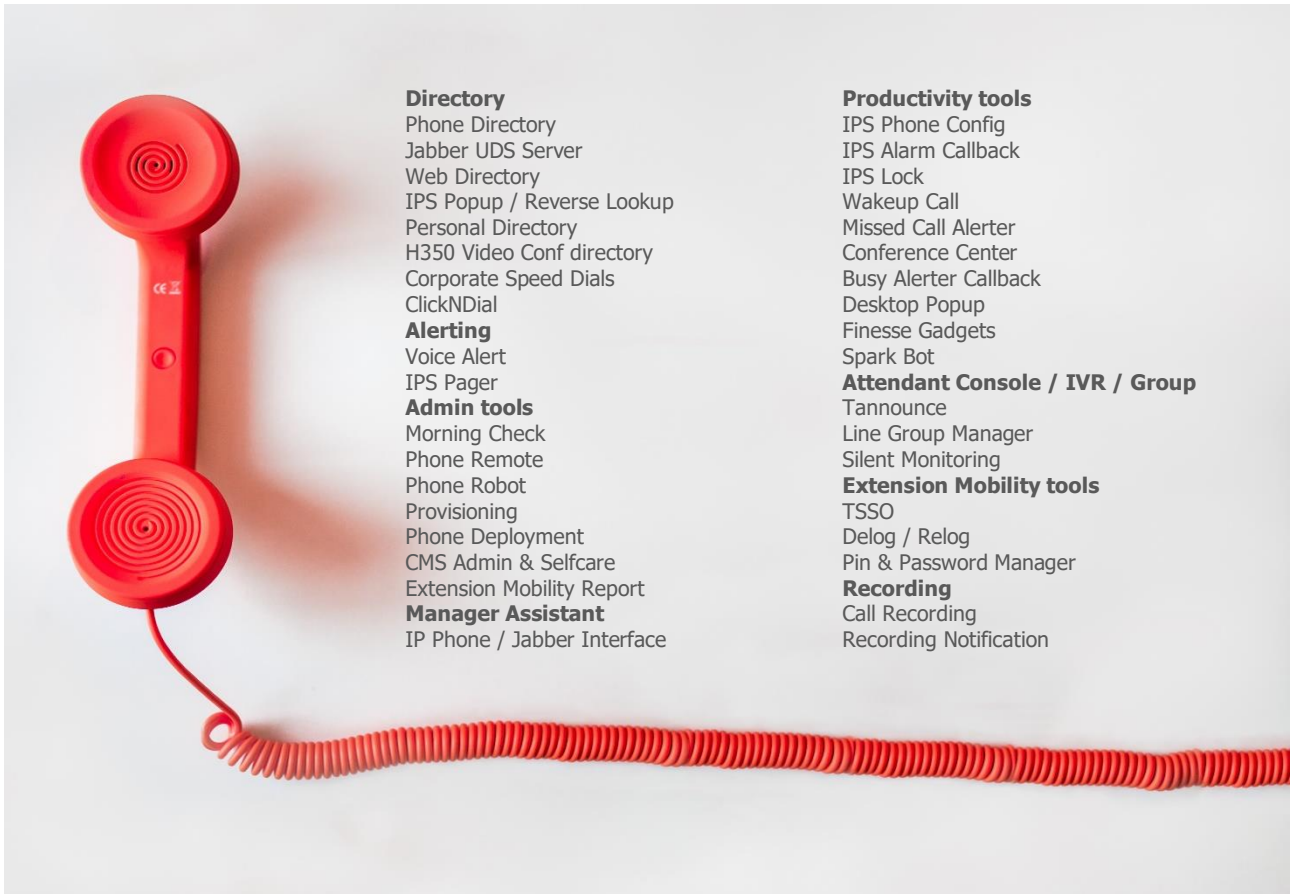


# User's Guide

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# telisca Recording



**Directory**

- Phone Directory
- Jabber UDS Server
- Web Directory
- IPS Popup / Reverse Lookup
- Personal Directory
- H350 Video Conf directory
- Corporate Speed Dials
- ClickNDial

**Alerting**

- Voice Alert
- IPS Pager

**Admin tools**

- Morning Check
- Phone Remote
- Phone Robot
- Provisioning
- Phone Deployment
- CMS Admin & Selfcare
- Extension Mobility Report

**Manager Assistant**

- IP Phone / Jabber Interface

**Productivity tools**

- IPS Phone Config
- IPS Alarm Callback
- IPS Lock
- Wakeup Call
- Missed Call Alerter
- Conference Center
- Busy Alerter Callback
- Desktop Popup
- Finesse Gadgets
- Spark Bot

**Attendant Console / IVR / Group**

- Tannounce
- Line Group Manager
- Silent Monitoring

**Extension Mobility tools**

- TSSO
- Delog / Relog
- Pin & Password Manager

**Recording**

- Call Recording
- Recording Notification

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## 1 Overview

telisca Recording solution is a complete recording solution integrating a recording agent and a record management module.

- Archive recordings on efficient network storage.
- Encrypt recordings.
- Automatic purge according to desired time periods.
- Annotation of recordings with data from the enterprise internal directory.
- User authentication by Active Directory or CUCM User ID.
- Segmentation of authorized users by Windows security groups or CUCM Access Control Groups.
- Web interface for searching recordings by last name, first name, location, user id, minimum call duration, beginning time/date range, with contacts segmented and filtered by organization or department.
- Listen to streamed recordings via a web interface, with option to download recordings.
- Reporting of CUCM CDR and archive recordings comparisons.
- Reporting of Users and CUCM recording configuration.

This document describes the User Interface for searching and listening to recordings.

## 2 Feature details

### 2.1 Recording Manager Web interface

Recording Manager can be accessed from a browser by entering URL [https://\[IP\\_OR\\_FQDN\]:8445/](https://[IP_OR_FQDN]:8445/) , replacing IP\_OR\_FQDN by IP of FQDN of the server.

Depends on the application's configuration, authentication is based on Active Directory or CUCM User ID and password information. Please ask your administrator.

The level of authorization (Administrator or Supervisor) and the association to departments/companies is defined by the administrator

### 2.2 Search form

When login in Recording Manager, the first page displayed is the search form.


The search may be filtered by selecting one of the departments, associated to the supervisor.

The search form allows to enter the criteria to find the recording audio files available.

The search period is by default the current day, but you can select a specific date range.

It is possible to ignore short calls by defining a minimum call duration in seconds.

In the 'Search in' you can enter one value to search from one of the listed fields. It searches in one of the fields that contains the entered value.

You can press on this button  to display the following search form, in order to enter different criteria fields and do an AND search with the different fields entered.

Range between  and  Min. call duration (sec.)

Search

Search in

**Duration**

Number

User ID

First name

Last name

Location

Comments

User ID of comments

This mode allows to search the recordings for which each of the fields contain the entered value.

### 2.3 Result table

For example, the result screen below displays all of the recordings available during the specified time period.

telisca Recording Manager admin | Department : IT | Logout

Range between  and  Min. call duration (sec.)

Search

Search in

Call date	Duration	Server	Last name	First name	User ID	I/O	Number	Device	Department	Location
03/05/2020 15:39:33	00:01:35	SRV9	LACOSTE	Jean-Marc	admin	OUT	1250002	SEP8000B4BA4E0C	SALES	ISSY
			OSTVALD	Dmitry	dos	IN	1250015	SEP544A0036CDF8	IT	ISSY
03/05/2020 15:51:57	admin	Extended until : 12/05/2025 13:43:18								
03/05/2020 15:34:43	00:00:40	SRV9	LACOSTE	Jean-Marc	admin	IN	1250002	SEP8000B4BA4E0C	SALES	ISSY
			OSTVALD	Dmitry	dos	OUT	1250015	SEP544A0036CDF8	IT	ISSY
03/05/2020 15:49:24	dos	Extended until : 12/05/2025 13:49:24								
03/05/2020 15:51:02	admin	Comment from Admin user								
03/05/2020 15:31:58	00:00:44	SRV9	LACOSTE	Jean-Marc	admin	OUT	1250002	SEP8000B4BA4E0C	SALES	ISSY
			OSTVALD	Dmitry	dos	IN	1250015	SEP544A0036CDF8	IT	ISSY

Each recording is displayed on two lines (call legs).

The I/O columns show the direction of the call:

- OUT for outgoing call leg (leg which placed call)
- IN for the incoming call leg (leg which answered the call)

The results' grid provides the following information:

- Beginning of call (date/time)
- Call duration
- Server (name of telisca Recording Agent or MediaSense)

- Directory number
- Device name (IP Phone, Jabber for internal party)
- Last name, First name, userID, Department, Company and Location found in the directory loaded according to the directory number

## 2.4 Recording actions

On each recording displayed in the result's screen the following action are available.

	Call date	Duration	Server	Last name	First name	User ID	I/O	Number	Device	Department	Location
<input type="checkbox"/>	03/05/2020 15:39:33	00:01:35	SRV9	LACOSTE	Jean-Marc	admin	OUT	1250002	SEP8000B4BA4E0C	SALES	ISSY
<input type="checkbox"/>				OSTVALD	Dmitry	dos	IN	1250015	SEP544A0036CDF8	IT	ISSY

Selected recordings may be replayed (streamed), downloaded, commented or deleted via the icons below:



The Play/Stop icon allows to stream the audio recording through the browser. It displays the following component which allows to select an audio range and change the speed from normal (x1) to double speed (x2), without changing the pitch.



The download icon (if you have been authorized by the administrator).

Clicking on the icon from the header line will start mass download of the displayed recordings. It is also possible to check some of the recording to select them. Only allowed if the user has been assigned to a special group by the administrator.



The Add/Edit comment icon (see in next chapter)

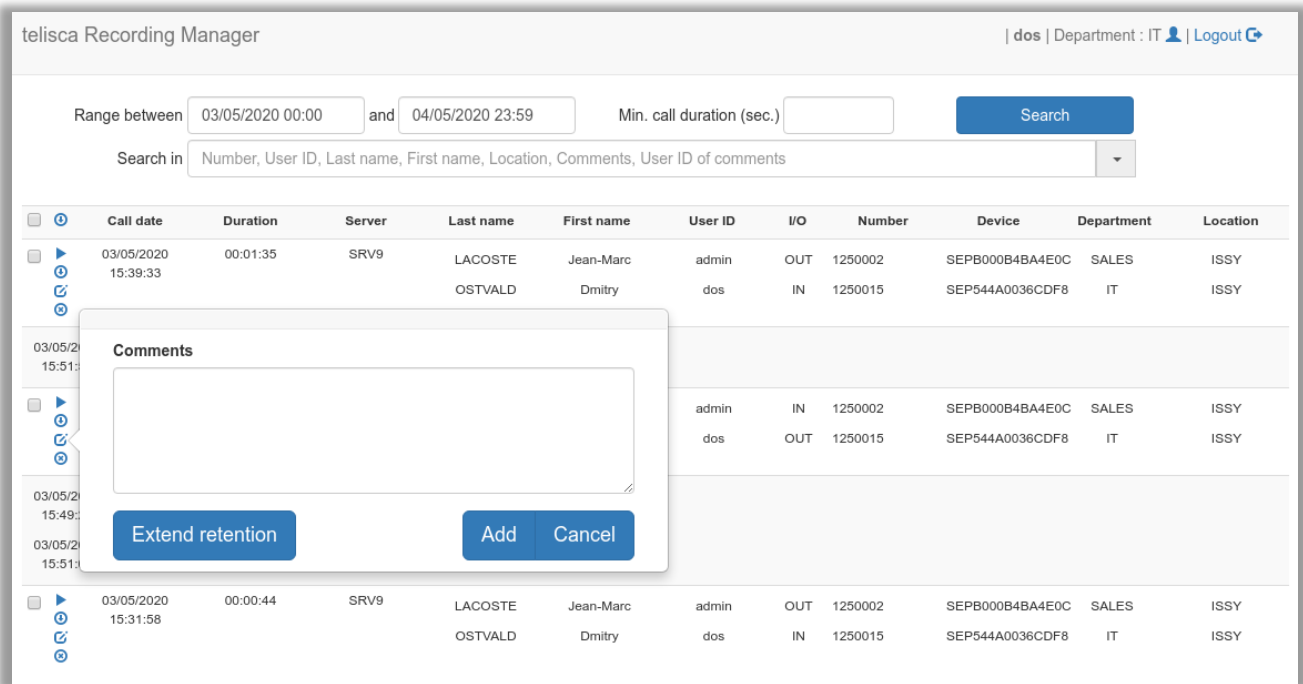


The delete record icon (if you have been authorized by the administrator)

### 2.4.1 Adding comments to recordings



You can add or edit comments of each session using comments icon.



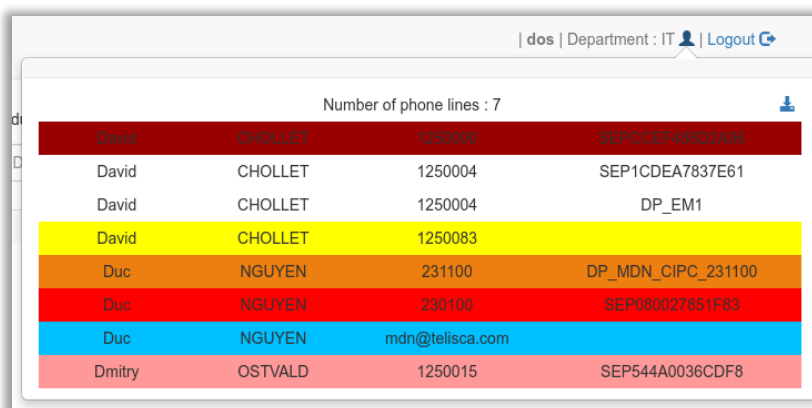
Also, it may be possible to extend the retention period (before the recording is purged) to an extended value defined by the administrator.

The user who has added a comment is authorized to edit it for up to 12 hours after comment creation. After this delay it is considered as an additional comment.

## 2.5 Department user list



By clicking on this icon, you can list the recorded contacts for the selected department, loaded in the directory used to map the recordings.



The colors show if the recorded lines are correctly set in CUCM:

	A line to be recorded, defined by a flag, in AD attribute or manually set by number in the administration, and correctly defined in CUCM for recording.
	The directory number contains an email address

	No device found in CUCM for this Directory Number
	Recording NOT defined by a flag, in AD attribute or manually set, but define in CUCM to be recorded (recording profile + recording option selective or automatic).
	Recording required by flag (AD or manually set) but no recording profile defined in CUCM
	Recording required by flag (AD or manually set) but recording option is disabled in CUCM
	Recording required by flag (AD or manually set) but recording selective mode set in CUCM